



## DEPARTMENT OF COMMUNITY SERVICES

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### POWERS, DUTIES AND FUNCTIONS

The specific powers, duties and functions of DCS as defined in Chapter 3, Section 6-302 of the Revised Charter of Honolulu (2000 Edition) are: (a) to develop and administer projects, programs and plans of action for human resources and human services programs; (b) to develop and administer projects and plans of action designed to achieve sound community development, provided that such projects, programs and plans of action conform to and implement the general plan and development plans; and (c) to act as the local public officer for the purpose of implementing federally-aided and state-aided human resources, human services, housing, urban renewal and community development programs.

On July 1, 1998, the powers, duties and functions of the Department of Community Services (DCS) were expanded to accommodate community-based development planning functions of the former Department of Housing and Community Development.

Today DCS consists of the following program divisions: Office of Special Projects, Elderly Affairs, Community Assistance, Community Based Development, Job Development (WorkHawaii), and the Oahu Workforce Investment Board. Administrative support is provided through the department's Administrative Services Section.

DCS provides a broad spectrum of programs and services to the public which support, develop and provide opportunities for individuals, families, and communities to achieve an improved quality of life. General areas of services include:

- Youth Services
- Elderly Services
- Job Development
- Housing & Rental Subsidies
- Fair Housing Program
- Supportive Services to Individuals with Special Needs
- Economic Development to Economically Distressed Communities
- Leasehold Conversion Program

### OFFICE OF SPECIAL PROJECTS

The Office of Special Projects (OSP) represents the Department of Community Services in working with the community to plan and advocate for human services initiatives. These initiatives address the needs of at-risk, alienated and other disadvantaged populations in Honolulu. To help in this effort, OSP encourages individual and community development that results in alternative and cost-effective service delivery by the following: conducting needs assessments; helping create and change program services and delivery; researching and developing sources of funding; developing, implementing and monitoring special needs programs; and providing technical assistance to individuals, families, and community-based organizations, as well as to public and private social service agencies.

### SIGNIFICANT ACHIEVEMENTS:

**Awards:** The National Association of Counties awarded OSP's Youth Services Center a **2004 Workforce Development Award for Excellence**. These awards are presented to **exemplary** programs developing the national's workforce. Programs are judged based on program innovation, performance outcomes, coordination with partner agencies, program cost and funding sources and degree to which the program can be replicated.

**National Ranking:** The Honolulu Youth Offender Program, located in the Youth Services Center, has ranked **first in the nation** for the two quarters ending December 31, 2003 and March 31, 2004. The rating compared costs overall and costs per youth, numbers and percentages of positive outcomes for youth, and participation rates.

### YOUTH SERVICES

The Youth Services Center operates as a "one-stop" where it consolidates its six prevention, intervention and treatment/rehabilitation programs (listed below), which serve at-risk and offender youth and adults. The Center maximizes program resources for a greater number of participants through developing and implementing a cost-effective and coordinated service delivery system. A universal intake system exists for entry into all six programs. Each participant is assigned to the program that is the best "fit" and also assigned a case manager who helps the youth develop his or her training and education plan based on testing of skills, aptitudes, interests, etc.

YouthBuild Honolulu is an educational and job training program that prepares young people for employment and responsible citizenship. Participants are non-high school graduates, 16-24 years of age, who come from dysfunctional families, suffer from alcohol and drug addictions, and have limited financial resources. For many participants, YouthBuild is the last chance to avoid incarceration, drug addiction, and long-term unemployment.

Significant accomplishments during this past year were:

- 12 participants completed the program and earned their high school diplomas;
- 10 of the 12 secured employment since graduation (April 2005); and
- all participants assisted in building 15 homes in Ewa Villages and rehabilitating a homeless shelter in Waimanalo.



*Youthbuild participants on a community service project with the Nature Conservancy. Lt. to Rt. Christopher Barit, Jessica Gusman, Tyson Baisac and Leticia Faatea.*

In FY2004-2005, YouthBuild Honolulu received \$96,000 from Youthbuild USA to assist six youth offenders – non high school graduates – to get their high school diplomas and find jobs or enter apprenticeship training.

The Juvenile Justice Center, with the guidance of the City's Juvenile Crime Enforcement Coalition, continues its partnership with the Honolulu Police Department to provide status offenders and first-time law violators with services to prevent their further involvement in the juvenile justice system. The Center serves as a centralized intake and assessment facility where staff issue accountability-based sanctions to these offenders. These sanctions include HPD educational and counseling services, substance abuse intervention, anger management classes and restorative justice.

Significant accomplishments during this past year were:

- About 1,900 juvenile cases were referred to the center; and
- 75% of those juveniles completed assessment services and received sanctions.

The Youth Offender Project, funded through the U.S. Department of Labor, allows youth offenders and those at-risk for court or gang involvement the opportunity to achieve goals that will lead to self-sufficiency and no further involvement in the judiciary system. Services include intensive case management, vocational training, substance abuse counseling, and employment services.

Significant accomplishments during this past year were:

- 85% of the non-high school graduates obtained a diploma; and
- 100% of the participants were actively engaged in program activities for six months of the year.

The Oahu Rural Development Program focuses on empowering the five rural communities of Waialua, Ko'o'laulua, Waimanalo, Waianae, and Wahiawa to Laie. The program works with existing community services and businesses to reinvest their resources in these areas to facilitate economic development and community revitalization. Youth and young adults participate in training activities and services that lead to employment or post-secondary education.

Significant accomplishments during this past year were:

- Two HPD Explorer posts were established on the Leeward Coast and in Wahiawa.
- Non-high school graduates from the Ko'o'laulua community began the competency-based high school diploma program.
- North Shore residents graduated from a food sanitation and safety course held at the Waialua Commercial Kitchen.

The Workforce Investment Act Youth Operator Program, funded by the Oahu Workforce Investment Board, established a procurement process that allows agencies and organizations to provide comprehensive employment training services and activities for WIA participants. The program coordinates and monitors service providers to ensure services and activities address the 10 required WIA elements and performance measures and program outcomes are met.

Significant accomplishments during this past year:

- Established contracts with non-profit agencies to provide employment training services for 649 youth; and
- Streamlined the eligibility and intake process in partnership with Oahu WorkLinks to better serve providers and participants.

The Building For Stronger Tomorrows program, funded by the State's Housing and Community Development Corporation of Hawaii (HCDCH), provides residents of HCDCH's housing projects opportunities to secure employment through training activities, which include: job matching and referral services, intensive outreach, case management, basic skills and leadership development activities, construction vocational training, and follow up services.

Significant accomplishments during this past year:

- Provided outreach and recruitment services to 27 housing projects;
- Participants completed basic skills, leadership development, and construction vocational training; and
- 65 residents secured employment through employment services

## **LEASEHOLD CONVERSION PROGRAM**

The following are the accomplishments of the Leasehold Conversion Program (LCP) for FY05:

New Projects: seven

Closed Projects (Settled): Camelot, Sunset Tower

Closed Projects, City Owned: Acacia Park

Chapter 38, Revised Ordinances of Honolulu, was repealed by the Honolulu City Council and signed into law by the Mayor February 9, 2005. The repeal ordinance (Ordinance 05-001) grandfathered four condominium projects, which will continue to be implemented pursuant to the provisions of Ch. 38, ROH.

## **GRANTS RESEARCH & DEVELOPMENT**

The Grants Unit of the Office of Special Projects continued its success in acquiring federal funds to enhance city operations. The resources listed below - a total of \$695,584 - represents a significant return on the city's investment in grants research and development:

- \$600,000 for the Youth Offender Program from the U.S. Department of Labor for case management and an array of other services for youth offenders and other at-risk youth to complete their education and job training to find jobs and other needed support services.
- \$95,584 from the U.S. Housing and Urban Development Department for the Community Assistance Division's two family self-sufficiency coordinators who help Section 8 rental assistance recipients become self-sufficient.

## **DEPARTMENT NEWSLETTER**

The Grants' Unit staff person also writes and designs the department newsletter, **Reaching Out**. This four-page newsletter is published every quarter and profiles the 200-member department's services to the community. Services include finding jobs, housing and appropriate social services for Honolulu's most in-need children, youth and the elderly.

## **COMMUNITY-BASED ECONOMIC DEVELOPMENT**

The Community-Based Economic Development (CBED) section carries out economic and business development projects, activities, and programs with nonprofit organizations consistent with community goals and objectives. CBED uses funds from the Community Development Block Grant Program and collaborative relationships with other City, State, Federal, and private agencies to administer and coordinate resources and enterprises to provide innovative initiatives that bring benefits to Oahu's economically distressed communities, families, and individuals. The following are examples of CBED Section activities:



*Rendering of the WCA festival market and business incubator training center*

### **Waipahu Festival Market and Business Incubation and Training Center**

The Waipahu Community Association (WCA) has acquired the former Big Way Supermarket in Waipahu and plans to establish a business center and incubator on the site. Renovations to the building are currently being planned. The CBED section helped WCA obtain additional funding from the Economic Development Administration in the U.S. Department of Commerce. WCA has applied for and received Neighborhood Revitalization Strategy Area (NRSA) status for their incubator and adjacent sites and plans to embark on an area-wide economic revitalization program.

### **Samoan Service Providers Association**

During the past fiscal year, the City has funded a business service center program operated by the Samoan Service Providers Association in Kalihi that provided technical assistance, classroom training, and business services to 32 low-to-moderate income persons starting micro-enterprises. Twenty-nine participants received business counseling and nine completed business plans.

### **Pacific Gateway Center**

The City has supported the Pacific Gateway Center (PGC) in several business development programs that assist economically disadvantaged residents. At PGC's recently completed fully equipped Kitchen Incubator facility in Kalihi, the City funded a business development program that assisted 33 low-to-moderate income persons interested in starting businesses and created 18 business start-ups which hired an additional 26 people. The City also funded renovations at the Hawaii Theatre and PGC's retail incubator in downtown Honolulu/Chinatown as part of an area revitalization program.

### **Aquaculture Business Development**

The City funded two aquaculture business development projects with diverse public benefits. Mokuleia's Hawaii Fish Company is a micro-enterprise development initiative that has also been supported by research grants for their innovative work in fresh water aquaculture. The community-based Waianae Coast Community Alternative Development Corporation is implementing the other project to assist adults with mental and emotional disabilities from Waianae.

### **Community Investment Program**

The City funds the Community Investment Program Fund (CIF) that provides financial assistance to Empower O'ahu (EO), a community-based organization that implements grassroots-developed projects in economically distressed neighborhoods. Over the past five years, the City provided EO a total of \$4,000,000 in discretionary funding for community economic development projects, mostly for micro-enterprise and special economic development assistance. By the end of June 2005, EO trained 174 low- and moderate-income individuals (LMI) in establishing a micro-enterprise, provided technical assistance to 137 LMI, and established 20 micro-enterprises. EO implemented seven special economic development projects that will create 35 jobs (14 jobs to date). EO provided adult day services in Aiea, established a kitchen incubator in Kalihi, provided micro-enterprise opportunities in noni farming and other food processing in Central Oahu, EO also provided community meeting and nonprofit agency space in Waialua, and will provide new business incubators in Waipahu and Chinatown.

### **Oahu Enterprise Zone Partnership**

The Oahu Enterprise Zone Partnership (EZ) is a collaborative program between the City and the State to provide tax and other incentives to selected business sectors to foster economic development in communities State-designated as economically distressed. The current five zones include: North Shore/Koolauloa; Wahiawa/Mililani Technology Park; Central Oahu (Pearl City, Waipahu, Ewa, Kunia and Kapolei); Urban Honolulu; and Waianae. No new zones were added during the past year. About 150 businesses participated in the EZ program with 50 seeking tax incentives and other benefits.

### **Community Economic Development Planning**

The Community Economic Development Planning (CBED) staff continued to update the Oahu Comprehensive Economic Development Strategy, a prerequisite for project funding from the Economic Development Administration of the U.S. Department of Commerce. Staff again submitted a grant application to the Environmental Protection Agency's Brownfields Assessment Program.

## **PLANNING SECTION**

The Planning Section is primarily responsible for implementing federally-aided and state-aided human services, urban renewal and community development programs. Annually, the Department receives about 40-50 projects, amounting to \$12 million to \$15 million from the Department of Housing and Urban Development's (HUD) Community Development Block Grants (CDBG). This section works in areas concerning youth at risk, women, seniors, and special needs populations. Annually, each unit is responsible for about 20-30 projects. It is also involved in the planning and development of the City's Five-Year Consolidated Plan which directs the City's CDBG funding priorities.

The following are examples of the Planning Section's CDBG funded projects:

- **Adult Friends for Youth**  
Provided funds to address the problem of youth at risk and reduce youth gang related activities and participation.
- **Boys and Girls Club of Honolulu**  
Provided funds to assist in the construction of a community clubhouse for youth in the Ewa community. Also assisted in renovating existing youth clubs in the Waianae community.
- **Hawaii Foodbank**  
Provided funds to construct a warehouse to support its operation of providing food to the needy.
- **Kalihi YMCA**  
Provided funds for the construction of a new facility.



- **Lanakila Rehabilitation Center, Inc.**  
Provided funds to renovate and expand its kitchen facilities used for the Meals on Wheels program which serves the frail elderly.
- **ORI Anuenue Hale, Inc.**  
Provided funds to construct a new job employment and training facility for persons with mental retardation.
- **Parents and Children Together**  
Provided funds to assist victims of domestic violence.
- **Sisters Offering Support**  
Provided funds to provide counseling and resources to help women get out of prostitution.

Other Planning Section areas of duties and responsibilities include the following:

## **VOLUNTEER SERVICES**

In March 1995, the City and County of Honolulu established a volunteer service corps called the **Friends of Honolulu Hale (FHH)**. This initiative included pursuing common sense in government, streamlining operations, cutting costs, communicating effectively, and energizing employees with a renewed commitment to customer service. To this end, the City Council passed Ordinance 95-14, which established FHH. The ordinance recognized the volunteer spirit in our citizenry as a fundamental ingredient to our form of democratic government.

The FHH's goals are:

- 1) to include all persons in meaningful volunteer work in the City and community;
- 2) to maximize City resources by using volunteers;
- 3) to improve customer service through volunteers; and
- 4) to promote and support volunteerism in the community.

The primary function of the FHH is to develop and coordinate volunteer services for City departments by maintaining a pool of available volunteers. FHH has provided the public with opportunities to volunteer at a number of tasks ranging from clerical and answering phones to public information and research.

OSP has also participated in public-private partnerships for the development and implementation of innovative programs such as Children & Youth Day.

OSP also provided technical assistance and guidance to the Honolulu County Committee on the Status of Women, the Mayor's Committee for People with Disabilities, and the Child Care Advisory Board. In March 2005, the two committees were transferred to the Director's office for technical support and guidance.

### **Mayor's Committee for People with Disabilities**

Established in 1971, the Mayor's Committee for People with Disabilities serves as a voluntary advisory committee to the Mayor on disabilities issues and city policies relating to the Americans With Disabilities Act. The committee's purpose is to promote a better understanding of issues affecting people with disabilities and to promote communication and interaction between the public and private sectors. Functions include participating as an active advisor to the Mayor about issues for persons with disabilities, specifically with the City administration's departments and agencies and their programs, services and activities. A committee function is also to promote and facilitate changes in policies and services, which provide greater access to persons with disabilities.

### **The Honolulu County Committee on the Status of Women**

The Honolulu County Committee on the Status of Women (HCCSW) was created under the terms of Act 190 of the 1970 Hawaii State Legislature. Its members serve voluntarily as an advisory body to the Mayor on matters of concern to women. HCCSW interacts with the Mayor, City Council, Hawaii State Commission on the Status of Women, Hawaii State Legislature and the community at large. Some of the accomplishments this past fiscal year include the annual Women's History Month celebration in March, participation with the community in September's Women's Health Month, and efforts to increase voter participation of women in Hawaii.

### **Child Care Advisory Board**

The Child Care Advisory Board (CCAB) was established in 1992 under ROH Chapter 11. Its mission is to improve the quality, availability, and affordability of early childhood education and care services for the City. The CCAB encourages the private sector to partner with the City to expand early childhood education and care services to do the following: increase the public's awareness of early childhood education and care issues; serve as a forum for various sectors of the community to address early childhood education and care needs; consider appropriate actions for public and private implementation; and, finally, seek advice and information from the public in furthering its duties.

## **THE OAHU WORKFORCE INVESTMENT BOARD**

The Oahu Workforce Investment Board's (OWIB) mission is to bring together industry and employers, training providers and training institutions, and adult and youth job-seekers to create an effective workforce development system. The goal of the workforce development system is to meet the needs of industry for skilled workers and to offer jobs that provide them with the means to live secure and comfortable lives. The desired outcome is increased participation of businesses, training providers, and job-seekers in working closely with the Board to develop programs and deliver services that meet Oahu's current and future economic and workforce needs.

OWIB is comprised of a 36 member board; all of whom are volunteers serving two-year terms. The board elects a chairperson and vice chairperson, and has three standing committees: Executive Committee, Youth Council, and Quality Assurance. Ad hoc committees are formed on an as-needed basis.

OWIB is funded by the federal Workforce Investment Act (WIA) and it uses those funds to accomplish the following tasks:

- Develop and submit a five-year local workforce development plan to the Governor in partnership with the Mayor.
- Act as a "board of directors" focusing on strategic planning, policy development and oversight of the local workforce One-Stop system and WIA-funded youth programs.
- Elect a chairperson from among business representatives.
- Develop a budget for the purpose of carrying out OWIB's duties, with the approval of the Mayor.
- Direct disbursements of grants for workforce investment activities.
- Designate and certify One-Stop operators and may terminate any operators for cause with the agreement of the Mayor.
- Appoint a youth council as a subgroup, in cooperation with the Mayor.
- Identify eligible providers of training services in the area.
- Identify eligible youth providers by awarding grants on a competitive basis.
- Conduct oversight of local programs of youth activities, local employment and training activities and the One-Stop delivery system in the local area, in partnership with the Mayor.
- Develop and enter into the Memorandum of Understanding with One-Stop partners concerning the operation of the One-Stop delivery system, with the agreement of the Mayor.
- Negotiate with the Mayor and governor to reach agreement on local performance measures.
- May solicit and accept grants and donations from sources other than federal funds made available under the WIA.
- Coordinate local workforce investment activities with economic development strategies and develop other employer linkages.
- Promote the participation of private employers in the statewide system through connecting, brokering and coaching activities to assist employers in meeting hiring needs.
- Assist the Governor in developing a statewide employment statistics system.

The federal Workforce Investment Act is the source of OWIB's mission and funding. Nationally, approximately 10,000 volunteers serve on Workforce Investment Boards similar to OWIB.

### **Vision**

The Oahu Workforce Investment Board will be recognized by the community as the premier workforce investment board in the Pacific region, respected for its contributions to further the economic vitality of Oahu and sought out by local, regional and national policy makers and institutions for counsel and advice on the development and formulation of workforce development policy and programs.

### **Staff**

There are seven staff positions allotted to OWIB. Staff duties include coordinating activities and meeting deadlines, preparing for and attending meetings and conferences, and, perhaps most importantly, forming a bridge between board members, the organization, mandatory partners and OWIB funded operators and programs.

## **ELDERLY AFFAIRS DIVISION**

The Elderly Affairs Division (EAD) is the designated agency that serves as a focal point in the City and County of Honolulu for adults 60 years of age and older. EAD is part of a national network of 655 area agencies on aging (AAA) created by the Older Americans Act of 1965 and more than 230 Title VI Native American aging programs in the U.S. Each of the four counties in Hawaii has a similar agency. These AAA work closely with the State Executive Office on Aging (EOA), Hawaii's link to the federal Administration on Aging (AoA).

The mission of EAD is to plan and develop a coordinated and comprehensive system of services for those age 60 and over in the City and County of Honolulu. These services enable persons, who are frail or who may have limited economic or social support systems, to live independently in the community for as long as possible. Information & Assistance Services (I&A) are also provided, regardless of age or place of residence, to increase access to services available in the local community.

EAD carries out a number of functions to accomplish its mission: planning, service development, community education, advocacy, coordination, contracting for gap filling services, and senior volunteer recognition. More specific information about EAD's Goals and Objectives may be found in its Four Year Area Plan on Aging October 1, 2003 – September 30, 2007. Organizationally, these functions are carried out through two complimentary units: Planning & Coordination, and Information & Assistance (I&A).

### **Aging Network Service System**

In FY 2005, a wide range of services for older adults were funded through thirty-three contracts or sub-recipient agreements with sixteen public and non-profit agencies. In addition, EAD's I&A unit provided Information, Assistance and Outreach services to seniors 60 and over and their caregivers. Funding came from three sources: federal Older Americans Act through the Administration on Aging, state funds via the State Executive Office on Aging, and County funds supporting Information and Assistance. The total budget for FY 2005 was \$6.36 million.

Approximately 7,650 seniors received care from a variety of in-home and community-based services such as meals, personal care and transportation. Another 24,800 received additional services such as information and assistance, education, and outreach provided by contracted service providers. Caregivers of seniors also benefited with 595 receiving a variety of assistance from case management to supplemental services. Of those seniors and their caregivers receiving services, 31.5% live at or below the poverty level for their household size, 25.9% are low-income minorities and 7.9% live in rural areas as defined by the Administration on Aging.

#### **Kupuna Care**

Kupuna Care, a State/County collaboration since 1999, provides assistance to frail older adults who cannot live at home without adequate help from family or formal services. Eight state-funded services are available to help older adults maintain independence. The following services were provided in FY 2005 by eight contracted provider agencies:

<b><u>KUPUNA CARE SERVICES</u></b>	<b><u>PERSONS</u></b>	<b><u>UNITS OF SERVICE</u></b>
Adult Day Care .....	32 .....	9,014 hours
Assisted Transportation .....	502 .....	27,612 one-way trips
Attendant Care .....	611 .....	35,074 hours
Case Management .....	939 .....	14,205 hours
Chore .....	193 .....	900 hours
Home Delivered Meals .....	2,249 .....	295,961 meals
Homemaker .....	219 .....	3,589 hours
Personal Care .....	482 .....	29,694 baths

To move towards a centralized intake system to enhance access to services, a supervisor and seven Kupuna Care Intakers were hired to supplement intake capabilities of contracted providers. Additionally, the State Executive Office on Aging (EOA) turned over responsibility for procurement of Kupuna Care services on Oahu to EAD this year which led to the development of a standard Request for Proposal for all FY 2006-07 services, regardless of funding source.

### **National Family Caregiver Support Program**

Reauthorization of the Older Americans Act in 2000 included a new National Family Caregiver Support Program to support caregivers of person 60 years of age and older. Continued federal funding enabled EAD to continue many of the successful programs begun in previous years and to add two new programs in FY 2005 which provide support to grandparents caring for minor grandchildren. The following services were provided in FY 2005:

<b><u>CAREGIVER SERVICES</u></b>	<b><u>PERSONS</u></b>	<b><u>UNITS OF SERVICE</u></b>
Attendant Supervision .....	36 .....	5,761 hours
Case Management .....	259 .....	3,290 hours
Counseling .....	207 .....	2,386 sessions
Counseling-		
Caregiver Support .....	67 .....	286 sessions
Education/Training .....	190 .....	555 sessions
Respite – Adult Day Care .....	27 .....	1,550 hours
Supplemental Services .....	137 .....	137 requests

Other activities under this initiative included:

- Co-sponsorship of the 3<sup>rd</sup> Annual Conference for Caregivers – Caring for Family, Caring for Yourself, in July 2004. The conference attracted 650 caregivers who attended 21 breakout sessions and visited the 49 exhibits available. Continuing partners, AARP, HMSA, and Alu Like with the addition of Hospice Hawaii, organized and planned the conference.



**2004 Caregiver Conference Opening Session**

- Provision of information to 333 private sector employees through the WE CARE program that encourages Oahu employers to establish in-house caregiver support groups for their employees.
- Partnering with 43 doctors to identify caregivers and connect them to EAD through the national Making The Link program. EAD's program was selected as one of the "Best of The Links: Innovative Programs" nationwide by the National Association of Area Agencies on Aging.
- Participation in the statewide Caregivers Coalition and the Coalition's Advocacy Committee which supported seven legislative bills or resolutions supporting caregivers and held a Capitol Day event on May 6, 2005 which thanked legislators for supporting legislation enhancing the quality of life for family caregivers.
- Provision of 20 caregiver education/support sessions to 313 City employees in two locations and two pre-retirement training presentations to 44 City employees.
- Partnership with five agencies to plan the first Ka Lei Mehana O Na Kupuna, a conference for Tutus raising grandchildren.
- Regular submission of articles to the Family Caregiver, a statewide quarterly newsletter.



## Other Aging Network Services

Other services funded with federal Older Americans Act funds to help older adults maintain independence included delivery of the following services in FY 2005:

<b>OTHER SERVICES</b>	<b>PERSONS</b>	<b>UNITS OF SERVICE</b>
Congregate Meals .....	2,157 .....	167,324 meals
Counseling .....	2,670 .....	8,890 hours
Education/Training .....	1,288 .....	1,664 sessions
Escort .....	112 .....	1,446 one-way trips
Friendly Visiting .....	2,036 .....	251 visits
Health Education/Promotion .....	320 .....	1,916 sessions
Health Screening/Maintenance .....	100 .....	1,381 hours
Housing Assistance .....	567 .....	3,461 hours
Information & Assistance .....	914 .....	2,502 contacts
Interpreting/Translation .....	160 .....	682 hours
Legal Assistance .....	417 .....	1999 hours
Letter Writing .....	76 .....	309 hours
Nutrition Counseling .....	46 .....	146 hours
Nutrition Education .....	6,815 .....	1,367 sessions
Outreach .....	1,293 .....	1,378 contacts
Recreation .....	7,925 .....	12,837 hours
Telephone Reassurance .....	61 .....	2,252 calls
Transportation .....	677 .....	18,995 one-way trips
Volunteer Opportunities .....	491 .....	15,261 hours

Service providers were monitored through monthly, quarterly and annual narrative, statistical, and financial reports submitted. Written reports and computerized data transfer was augmented by on-site assessments to assist providers in improving the quality of service delivery as well as to monitor contract compliance. Bi-monthly meetings held with contracted agencies provided an open forum for communication and collaboration between agencies to strengthen the coordination of services to the elderly.

To support the aging network of providers and to produce reports and data for monitoring and reporting purposes, a major effort was made to move from decentralized to a centralized data input system. A data processing unit was created and addressed three broad tasks: 1) restoration of data integrity which had been corrupted in a necessary conversion from SAMS 3.0 to an upgraded SAMS 2000 software, 2) development and implementation of a new data collection process in collaboration with the state and contracted service providers which included development, testing, and modification of forms and procedures, and 3) specification of data requirements and definitions to enhance data quality and communication between data processing, contracting, and planning units. Another significant effort was the development of a standardized contract for all FY 2006-07 and 2006-09 contracts to streamline future contract processing. A third administrative initiative was the development of client surveys to evaluate services provided by Information and Assistance and service providers.

Other activities in support of the delivery and coordination of services to the elderly include the following:

- Assisted Kapahulu and Moiliili Senior Centers in the development of services, budget, and compliance with CDBG requirements and in execution of sub-recipient agreements for the provision of services for its elderly participants.
- Assisted staff of the State Housing and Community Development Corporation of Hawaii in the analysis of service utilization data of EAD funded home and community based services for several properties using ROSS Grant funding. This analysis is tracking service utilization before and after the contracting of service coordinator services for three senior properties.
- Development of a resolution passed by City Council to sell a home bequeathed to EAD, proceeds to be used to maximize services to the elderly.
- Collaboration with the State Executive Office on Aging in a successful application for federal grant funds from the Department of Health and Human Services to create an Aging and Disability Resource Center for Oahu. This one-stop entry into long term care for elderly and persons with disabilities to be developed in FY 06-08 will build upon the strengths of EAD's Information and Assistance Program and will include a resource center, public education and information for persons of all incomes about long term care options, assistance with gaining access to public and private long term care programs and services, and intake for publicly funded long term care programs
- Development of a written agreement with the Department of Planning and Permitting, Residential Code Enforcement and Code Compliance Branch to address cases where hoarding and lack of upkeep of homes by elderly owners trigger code

violations. Cases are referred to EAD to determine what services can be provided to help remedy the immediate and long term situation.

- Application for Victims of Crime Act funds for \$20,000 to hold a conference in September 2005 to increase collaborative efforts among public and private agencies to address the rising incidence of financial abuse and exploitation of the elderly.
- Participation in the planning and implementation of the first Fall Prevention Conference in Honolulu held at Kapiolani Community College in August 2004.
- Partnered with Lanakila Meals on Wheels, Alu Like, AARP, and the City's Parks and Recreation Department to implement a "5 a-day, 5 times-a-week" nutrition and walking program to increase physical activity and the consumption of additional fruits and vegetables. A pilot program was started at the Pohulani meal site in June 2005.
- Assisted Lanakila Meals on Wheels and Hawaii Meals on Wheels programs in planning for a March for Meals rally on March 17, 2005 to increase the awareness of senior hunger in America.
- Provided information, technical assistance, and referrals to the Honolulu Advertiser in its series of articles called The Graying of Hawaii about the increasing numbers of elderly living in Hawaii.
- Served on advisory councils and boards of agencies providing services to seniors including: Caregiver Coalition Advocacy, Elder Abuse & Fraud Task Force, Falls Prevention Coalition, National Association of Area Agencies on Aging (n4a), Retired and Senior Volunteer Program, Senior Companion Program, and Take Charge of Your Money Program.

Ongoing trends noted by staff and service providers include: 1) advancing age resulting in frailty and increased chronic conditions, 2) increase in clients requiring more one-on-one assistance as well as follow-up, 3) demand for affordable rental units and for services in elderly housing projects, home-delivered meals, transportation services, caregiver assistance, overnight respite, mental health services, 4) increasing incidence of financial abuse, exploitation and neglect of seniors, 5) continued staffing shortages, especially of multi-lingual workers.

More recent issues reported in FY2004 that continued to be challenges in FY 2005 include: 1) increased homelessness, 2) awareness of hoarding behaviors that creates health and safety issues, 3) need for counseling and placement services as families become unable to care for their aging loved one, 4) rising health insurance and prescription medication costs and need for assistance with medication management, 5) increased need for legal assistance for both clients and caregivers, health maintenance classes and other types of preventive services, and support for grandparents caring for minor grandchildren, 6) continued reduction in the number of volunteers, especially for home-delivered meals, as those connected with the military are activated, deployed or are relocated.

Emerging issues either observed by staff or reported by service providers in FY2005 include: 1) parents caring for adult children with disabilities between the ages of 50 and 59 who have expressed increasing concern about what will happen to their child when they are no longer able to provide care, 2) need to develop collaborative responses to the reported increase in elder fraud and financial abuse, 3) increasing concern of home care workers and volunteers who work with Waikiki service providers in caring for area gay/lesbian seniors.

### **Senior Information and Assistance Program**

The City and County's Information and Assistance Program (I&A) is the unit within EAD that provides outreach, information and referral services to the public. Bilingual staff provide individualized assistance, particularly for isolated, low income, and frail older

adults and their families who have difficulty accessing needed services. In FY 2005 29,700 people were reached through: door-to-door canvassing in targeted communities; satellite city hall walk-in sites; outreach visits to group dining programs, open markets, senior clubs and housing projects; participation and exhibits at community fairs; home visits to make case assessments of frail elders; group presentations; and calls to the Senior Hotline.

EAD's quarterly newsletter, Aloha Pumehana, began its nineteenth year of publication with articles on current topics and events. Sixteen thousand copies were disseminated in FY 2005. Featured topics included such articles such as "The Economics of Aging" about the challenges of maintaining financial



**EAD community service aide shares information**

security, good health and happiness, and "Where is My Car?" describing the difficulties faced when driving is no longer practical or safe.

I&A produced more than 25,000 copies of several publications during the year and 2,500 copies of the Family Caregiving Guide. The Oahu Housing Guide, an online guide to available senior housing, continued to be updated on a monthly basis with the support of Catholic Charities Elderly Services' Housing Assistance Program. All major publications continued to be placed on the EAD website.

In April, I&A and Satellite City Hall staff coordinated a joint effort to extend outreach at the Satellite City Halls in Ala Moana, Kailua, Kalihi-Kapalama, Pearl Ride, Wahiawa, Waianae and Windward Mall. Satellite City Hall staff provided space for community service aids to distribute brochures and flyers about elderly service to visitors to the centers. Feedback from managers and aides has been positive.

### **The Honolulu Committee on Aging**

The Honolulu Committee on Aging (HCOA) is the citizen advisory body to the Mayor and EAD on aging issues. At least 50% of its members appointed by the Mayor, are 60 years or older. The committee advised EAD on matters relating to the development, administration and implementation of its Area Plan, secured citizen participation in its efforts to identify and address concerns related to the county's elderly population, and advocated on matters pertaining to the elderly.

In FY 2005, members of the committee solicited nominations of senior volunteers, developed the theme and program, and hosted the Mayor's 39<sup>th</sup> Annual Senior Recognition Program highlighted later in this report.

HCOA's Education and Advocacy sub-committee was merged with its Planning sub-committee and became known as the Planning, Education and Advocacy Sub-committee (PEAS) and increased the number of members to 16. Members worked to provide more detailed data and information on specific areas of concern such as health, housing, policy and volunteerism and drafted their own Goals and Objectives for FY2006.

PEAS hosted a focus group in January to ascertain the major needs of Oahu's seniors. The report from this officially designated Independent Aging Event was submitted to the Administration on Aging.

For the last year, members of HCOA and PEAS as well as staff have been participating in a series of meetings to assist Kokua Council in their efforts to produce a Model Legislature opportunity for seniors in the Fall of 2005.

### **The Mayor's 39<sup>th</sup> Senior Recognition Program**

This year's program was held on April 26 the Sheraton Waikiki. Mayor Hannemann had the opportunity to address the 96 senior volunteers nominated and their more than 1,200 well wishers that included appointed and elected officials, family and friends. Hawaii Medical Service Association provided major financial support to



*2004-2005 Honolulu Committee on Aging members*

*State White House Conference on Aging participants work to define issues*



*Award Winners – Mayor's 39<sup>th</sup> Annual Senior Recognition Program*



the program for the fifth consecutive year and sponsored the Akamai Living Lifetime Achievement Awards. The Honolulu Committee on Aging coordinated the event and contributed greatly to its success.

## **COMMUNITY ASSISTANCE DIVISION**

The objectives of the Community Assistance Division (CAD) are to provide rental assistance to eligible low-income families; preserve decent, safe and sanitary housing for low, moderate, and gap-group income households; and assist lower and gap-group income families to achieve homeownership.

CAD's FY05 Operating Budget amounted to \$42.2 million and an authorized staffing level of 75 full-time equivalent (FTE) positions. The City's General Fund provided only \$351,600 (0.8%) of the budget while the balance (\$41.8 million) came primarily from Federal resources. Funding for rental subsidies (\$32.2 million), rehabilitation loans (\$4.9 million), and down-payment loans and grants (\$1.1 million) accounted for 90.5% of the budget.

Of the rental subsidies, \$233,000 was provided by the City from its Rental Assistance Fund for use in providing limited rental assistance to low income families (up to 80% of the median income) as established by the U.S. Department of Housing and Urban Development (HUD). The City Housing Rental Assistance Program (RAP) was established to implement Chapter 5, Revised Ordinance of Honolulu (ROH). Ordinance 87-80 was passed in 1987 and the Rules and Regulations were promulgated in 1989. Rental assistance payments of up to a maximum of \$150 per month may be made on behalf of an eligible participant. Anyone receiving other State or Federal rental assistance would not be eligible.

During the past year, up to 51 tenants per month were assisted at the Westloch Elderly project while 39 more received monthly rental assistance at Kailua Elderly (Lani Huli) and 11 at the Manoa Gardens Elderly project. Two eligible Tenney Village rehabilitation tenants also received assistance during the year. A total of approximately \$160,000 in rental assistance funds was expended.

### **Rental Assistance Branch**

This branch, with offices in Honolulu and Kapolei, administers the federally funded Section 8 tenant-based Housing Choice Voucher Program and the Moderate Rehabilitation program by processing applications submitted by individual families for rental subsidies allocated by HUD. The operating budget for this Branch totaled \$35.4 million and was entirely funded by federal funds. Rental subsidies amounted to \$31.9 million of the total budget.

The Section 8 program's focus is to primarily assist extremely low-income families (established at 30% of the median income). The program assists families of two or more persons related by blood, marriage or law or who have evidenced a stable family relationship, individuals who are 62 years of age or older, people with disabilities who are unable to engage in substantial gainful employment, persons displaced by government action and other single individuals.

To assist the hundreds of families seeking affordable rental units throughout the island, the Rental Assistance Branch, in collaboration with the State Section 8 office and the Honolulu HUD office, conducted landlord informational briefings in Honolulu, Kaneohe, Halawa, and Kapolei to inform and encourage landlords to participate in the Section 8 program. Additional assistance was also provided to Section 8 families through housing portfolio preparation and other housing placement services offered by the branch's Landlord Specialist, and linkages with the Legal Aid Society of Hawaii and State Section 8 offices to share rental information.

During the past year, the branch paid approximately 1,700 landlords a total of \$31.1 million in rental subsidies on behalf of 4,312 families. The branch processed 335 applications and issued 281 Vouchers. A total of 10,314 residential inspections and 7,842 client placements and reexaminations were completed. There were 103 canceled applications and 688 families ended their Section 8 participation. Thirty-nine (39) families canceled their Vouchers without leasing a Section 8 unit and 12 families chose to move to Honolulu to use their Section 8 subsidy under the portability feature of the program. Approximately 12,000 applicants are now on the wait list.



*Voucher Briefing in Kapolei*

### **Housing Choice Voucher Program**

Under the Housing Choice Voucher program, new families to the program or an existing family who moves to a new unit must pay between 30-40% of their adjusted monthly income towards their share of the rent and utilities. After the first year of the lease, the 40% maximum no longer applies. In all cases, the rent of the unit must also be reasonable as compared to other comparable unassisted units.

### **Moderate Rehabilitation Program**

This program provides project-based Section 8 rental assistance to housing projects, which have been rehabilitated and made available for rental to very low-income families. The City currently administers the Moderate Rehabilitation Program for the 40-unit Academy Gardens Apartment designed for people with disabilities and the elderly.



### **Family Self-Sufficiency (FSS) Program**

The FSS program provides assistance and incentives to selected Section 8 participants to become self-sufficient. The program allows the participants to set their own goals; develop a five-year plan of action; establish an escrow savings account; and does not reduce participant benefits for the duration of the plan. The City and County of Honolulu is required by HUD to establish and operate an FSS program with a minimum of 248 participants.

Selected families participate in and complete intensive interviews, Needs Assessments, handbook informational sessions, and Individual and Family Training and Service Plans. Upon completion of their Training and Service Plans, a FSS Contract of Participation is executed with the family. During the past year, 220 families were enrolled under FSS contracts with 132 of these families eligible to set up escrow savings accounts totaling \$277,435. Ten FSS families have successfully completed their FSS goals and are free from rental subsidies. Of these 10 families, one achieved homeownership.

### **Housing Preservation and Opt-Out Program Conversions**

These HUD programs provide protection to residents of certain HUD subsidized projects when their owners either prepay their mortgages or choose to opt-out of their Section 8 project-based contracts. The City and County of Honolulu administers the special-funded Section 8 tenant-based assistance being offered to these eligible low income families. During the past fiscal year, the City assisted 106 Housing Conversion families in Honolulu with Section 8 vouchers.

### **Homeownership Option Program (HOP)**

The newly implemented Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards Homeownership Assistance rather than rent. Over 4,500 Section 8 families were invited to attend HOP informational meetings in May 2004. Of the 272 families who applied for the program, 209 have been determined eligible. During the past year, the top 60 eligible families receive ongoing case management services, credit repair counseling, money management education, and referral to community Homebuyer education classes before they embark on their search for a home to purchase. Two families achieved homeownership and 6-9 families have been actively searching for a unit to purchase.

### **Rehabilitation and Loan Branch**

This branch, with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan program, the Honolulu Solar Roof Initiative Loan Program, the American Dream Downpayment Initiative grant and Down Payment Loan programs, and the Adult Residential Care Home loan program. The branch also supports State and Federal agencies at Disaster Assistance Centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters. Additionally, in agreement with the State Department of Hawaiian Home Lands (DHHL), the branch will administer DHHL's Native American Housing Assistance Self Determination Act (NAHASDA) Home Repair Loan Program.

The FY05 operating budget for this branch amounts to approximately \$6.4 million of which \$4.9 million is available for rehabilitation loans and \$1.1 million for down payment loans and grants. The primary target groups are lower income homeowners, landlords renting to low-moderate income tenants, non-profit organizations serving low-income clients with special needs, property owners affected by declared disasters and lower income first-time homebuyers. The City's current loan portfolio consists of 692 loans with an outstanding balance of approximately \$14.9 million. A private lender under an agreement with the City provides loan servicing for 440 selected loans amounting to approximately \$8.8 million. All other loans are serviced in-house and amount to 245 loans with



*FSS Clothing Drive*



*New homeowners*

an outstanding balance of approximately \$6.1 million.

During the past year, the branch processed 447 requests for applications, reviewed and finalized 58 down payment applications, and processed and funded 50 new residential rehabilitation loans for a combined total of \$2.9 million.



#### **Rehabilitation Loan Program**

This program makes low-interest loans (0% to 6%) in compliance with HUD requirements to lower income (within 80% of the median income for Oahu) owner-occupants of residential units to repair their homes or to landlords to repair homes being rented to lower-income tenant families. A limited amount of rehabilitation loans are also made to gap-group income (80% to 120% of median) families when funds are available from the City's revolving rehabilitation loan fund.

#### **Honolulu Solar Roofs Initiative Loan Program**

This program was established through a partnership with Hawaiian Electric Company to provide low interest loans (0% and 2%) for low and moderate-income homeowners to cover the cost of solar water heating system installations. Property owners who rent a majority of their units to low and moderate-income families are also eligible.



*Typical kitchen rehabilitation before and after photos.*

#### **Down Payment Assistance Program**

This program was established to assist first-time homebuyers with their purchase of a home by providing down payment assistance (grant and zero interest loan) necessary to qualify for a mortgage. Buyers must be in the lower-income category (within 80% of median) and not have owned a property within the last three years. Federal HOME funds have been set aside and are drawn down as needed. This program has provided \$2.9 million in down payment assistance to 128 first-time homebuyers.

In conjunction with the Section 8 HomeOwnership program, down payment loans will also be provided to eligible Section 8 participants seeking homeownership.

#### **Adult Residential Care Home Loan Program**

This program was established to target adult residential care home operators participating in the State Department of Health Waitlist Project. The Waitlist Project attempts to free up badly needed hospital beds by providing residential care for lower income patient/residents receiving outreach medical assistance from the Department of Health. Recruitment by the Department of Health for eligible care home operations was severely hampered by the reluctance of otherwise willing providers to contend with costly home repairs and renovations required by the Americans with Disabilities Act (ADA). This program attempts to address this concern. Under the guidelines developed, 51% or more of the care home patient population must have incomes within 80% of the median income for Oahu. Eligible care home operators may then be assisted with 2% interest rehabilitation loans of up to \$75,000 to make needed renovations and retrofits to meet minimum building code standards and to be in compliance with State and Federal health, safety, and accessibility requirements.

### **COMMUNITY BASED DEVELOPMENT DIVISION**

The goals of the division this year were to work in partnership with the private and nonprofit sectors and other government agencies to address the shelter and service needs of persons with special needs and affordable rental housing concerns; to secure competitive homeless grant funds and administer any resulting contracts under the Federal Department of Housing and Urban Development's Continuum of Care for the homeless program; to provide continued emphasis on fair housing awareness; to attract and secure funding and financing for community development and housing from alternative sources in order to maximize the leveraging of city resources; and coordinate the implementation of Community Development Block Grant, HOME, Emergency Shelter Grants (ESG), and Housing Opportunities for Persons with AIDS (HOPWA) programs and projects.

### **Completion of Existing Housing Developments**

The division continues its efforts to coordinate with non-profit organizations the completion of existing housing development projects.

#### **Palehua Terrace Phase II**

During the fiscal year, with a \$1,360,000 loan from the City, Pacific Housing Assistance Corporation completed construction of a 64-unit affordable rental project in Makakilo. The 2- and 3-bedroom units provided much needed inventory for Oahu families.



#### **Ewa Villages Revitalization Project**

During the fiscal year, the Department of Community Services accomplished the following:

In conjunction with the Department of Facility Maintenance, coordinated the clean up and maintenance of the project areas still under the jurisdiction of the City, on an ongoing basis. These areas include Varona Village, unsold vacant lots in Tenney and Renton Villages and the existing houses. Coordinated with the city's property manager, National Mortgage Real Estate Corporation, to manage the properties in Renton, Tenney, and Varona Villages.

The division worked on the Ewa Mill site project that included the remediation of hazardous material and construction of additional park improvements.

Coordinated the sales and conveyance of the remaining housing inventory in Ewa Villages. The City has sold all of the remaining vacant golf course frontage lots in Tenney and Renton Villages.



Provided technical assistance and closed the sale of two properties to Self-Help Housing Corporation of Hawaii (SHHCH), developer of Area B, consisting of 126 house lots, 10 house lots in Renton Village, and 20 house lots in Tenney Village. In total, SHHCH has sold 156 lots to qualified families who have built their own homes in Ewa Villages under the Self Help program. The City processed partial releases for these lots and was repaid a release price for each lot.

The division continues to provide technical assistance to the developers of Area I, Ewa Villages Development Corporation, and Pediahealth Corporation, in the development of a multigenerational facility that will provide residential care, respite and daycare to persons with dementia/Alzheimer's Disease and skilled nursing, respite and daycare for medically fragile children. The division continues to work with St. Francis Healthcare System to develop a residential community for senior citizens on the Area D property. The St. Francis senior residential community will provide approximately 300 rental units and space for a variety of supportive services to seniors. The division also continues to work with Hui Kauhale, a Hawaii-based nonprofit agency, to develop affordable housing at Area H. The first phase of the Area H project will provide approximately 126 much-needed affordable family rental units.

The division completed the sale of one vacant historic home in Ewa to Ewa Village Nonprofit Development Corporation which has completed the renovation and sale to a low- and moderate-income family.

### **Homeless Programs**

The division, working with nonprofit shelter and service providers, prepared the city's annual competitive grant application for the Department of Housing and Urban Development's (HUD) Continuum of Care (COC) homeless program. HUD awarded the Honolulu Continuum of Care \$4,559,618 in January 2005. The division oversees administration of 240 Shelter Plus Care rental assistance slots for people who are homeless with disabilities, funded in the amount of approximately \$1,866,000 per year as well as approximately \$400,000 per year in Supportive Housing Program grants.

The division administered grant funds under the Housing Opportunities for Persons with AIDS (HOPWA) program. The city in fiscal year 2005 awarded \$337,219 to Gregory House Programs for tenant-based rental assistance to approximately 40 households and housing-related supportive services, and \$103,000 to Life Foundation for emergency assistance and case management services to persons with HIV/AIDS and their families.

The division administered grant funds under the Emergency Shelter Grant program. For fiscal year 2005 the city awarded \$851,306 to 12 shelter and service providers to provide emergency and transitional housing and supportive services to individuals and families who are homeless. Agencies receiving funding include Child and Family Service which operates domestic abuse shelters; Institute For Human Services which operates emergency shelters; Kalihi Palama Health Center which provides health clinic services to persons who are homeless at the IHS Sumner Shelter; Kahumana which operates a transitional shelter for families in Waianae; Homeless Solutions which operates two City-owned family transitional shelters; Catholic Charities which operates a



family transitional shelter in Maili; Hale Kipa which serves runaway youth; Mental Health Kokua which operates a safe haven shelter for people who are homeless and suffering from a mental illness in downtown Honolulu; Salvation Army which provides emergency rental assistance and conducts budget classes; Waianae Community Outreach which provides case management services to families on the Waianae coast beaches; Angel Network Charities which provides emergency rental assistance; and Community Assistance Center which provides emergency rental assistance to ex-offenders.

The Division participates in the Hawaii Interagency Council on Homelessness, the Hawaii Policy Academy for Homeless Families, and Partners in Care, an Oahu group of homeless service providers, government agencies, and other interested entities that coordinates homeless services provided through the Continuum of Care.

### **Special Needs Housing and Community Development**

The Division administers projects which received appropriations in Fiscal Year 2005 of \$13,382,000 to assist families who are homeless and other persons, and families with special needs including the elderly, persons with mental illness and substance addictions, as well as providing general community services and developing housing units and community facilities. Projects include renovation and expansion of Hina Mauka's Kaneohe campus to serve persons with addictions; renovation of Kalihi Palama Health Clinic; ongoing renovation of the IHS men's and family shelters; renovation of Kapahulu Center primarily serving seniors; renovation of the YWCA's Fernhurst residential facility and renovation of Ronald McDonald House. New construction projects included the Piikoi Vista and Tusitala Vista affordable rental projects for seniors in Makiki and Waikiki; St. Francis Healthcare



Systems' elderly residential care community in Ewa; Waianae Comprehensive Health Center's health and career training facility; Hui Kauhale's affordable housing subdivision in Ewa; and Palolo Chinese Home's food services complex to aid homebound seniors.

Services to the community by nonprofit providers included Hale Kipa's services to pregnant and parenting youth; the Hawaii HomeOwnership Center's homebuyer education and counseling program; Ho'omau Ke Ola's substance abuse treatment services; New Life Body of Christ's youth and computer learning center and food and clothes closets; and Waikiki Health Center's North Shore health clinics.

Request for Proposals – Though no longer a responsibility of the division, it assisted the Department of Budget and Fiscal Services

in the preparation of Request for Proposals, evaluation, and implementation of those proposals selected by the city.

### **Lease of City Property for Special Needs Housing**

Two group homes under threat of foreclosure were leased through a Request for Proposals process to Steadfast Housing Development Corporation and Hale Na'au Pono.

### **Fair Housing**

During the report period the City's Fair Housing Officer received approximately 120 concerns, relating to possible housing discrimination, landlord-tenant regulations, Section 8 policies and regulations, and the availability of affordable housing. The latter inquiries generally required more time to address the callers' concerns.

Conducted two fair housing presentations to 200 interested property managers, security staff, tenant advocates, and government housing staff emphasizing the need to accommodate mental disabilities, English as a second language, cultural diversity, comfort animals, and physical security in common areas.

The Division's Fair Housing Officer supported the Legal Aid Society of Hawaii (LASH) in its fair housing outreach efforts by funding two seminars to train 200 housing providers as well as provide for specialized training to potential Section 8 housing providers.

Coordinated with the State of Hawaii and the other Counties, potential updating of a survey and analysis, *"Analysis of Fair Housing Impediments"* to identify impediments and recommend mitigative actions. One sub-component of the report was the *"City and County of Honolulu Action Plan 2003-2008,"* in part, summarized below:

Impediment 1: Insufficient inventories of affordable housing units on each island, especially rental units. It was recommended that the Fair Housing Office, and all entities involved with providing affordable rental units come together to understand and develop meaningful strategies to address this impediment. The Fair Housing Office could advocate for more units, especially for individuals often challenged to find housing, such as people with mental and physical disabilities, families with children, and those with service and comfort animals.



Impediment 2: Applicants are unaware of rights and resources and do not follow up with authorities if they are denied their rights. The survey indicated that only 11% of residents who believed they were victimized by discrimination in a rental process took action to report or rectify the situation. It was recommended that the Fair Housing Office provide more outreach, in a manner that enhances comprehension, to both landlords as well as tenants, encourage complainants to submit pre-complaint applications, and work with HUD to increase awareness of the toll-free complaint telephone number commonly found in the rental classified sections of the newspapers.

Impediment 3: Fair housing policies between the state and various counties lack standardization which causes substantial difficulty in developing sufficient housing supply, qualifying clients, identifying enforcement issues, and developing education campaigns. It was recommended that the Fair Housing Office begin the process of identifying fair housing policies and procedures that are contradictory or lack standardization.

Continued previous years intake protocol and orientation of potential complainants to reinforce existing intake procedures used by the State of Hawaii Civil Rights Commission in its pursuit of fair housing complaints.

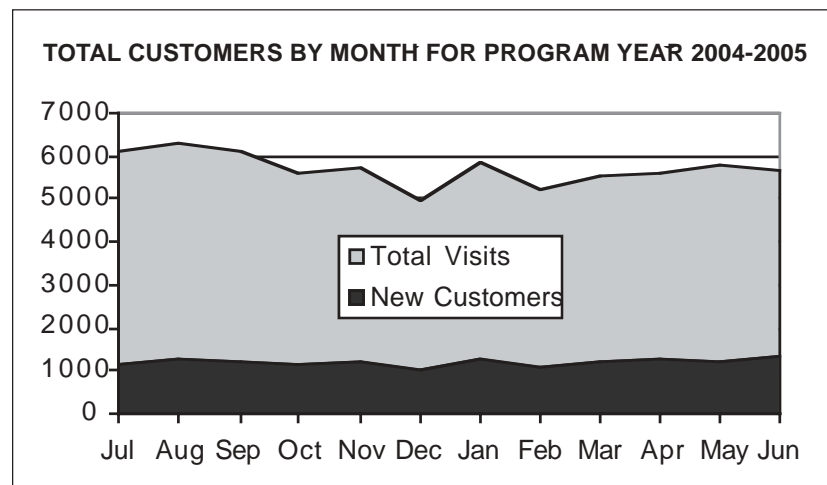
## **WORKHAWAII—JOB DEVELOPMENT DIVISION**

WorkHawaii's mission is to develop a quality workforce for Honolulu's businesses and to empower individuals to meet the current and future needs of employers so that our economy continues to grow.

### **Oahu WorkLinks One-Stop Centers:**

WorkHawaii is the lead agency for the Oahu One-Stop Consortium, which was formed in June 1999 to implement the Workforce Investment Act (WIA) in the City and County of Honolulu. WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of businesses and job seekers or workers who want to further their careers. Key components of WIA enable customers to easily access the information and services they need through the "one-stop" system that is comprised of centers located in their neighborhoods. Oahu WorkLinks offer services from seven full-service one-stop centers located in Dillingham/Kalihi; downtown Honolulu; Kaneohe; Makalapa/Aiea; Waialua; Waianae; and Waipahu, and a satellite resource center in Kapolei. The centers have their individual characters and have the flexibility to respond to unique community needs while at the same time being held to the same high standard of customer service excellence.

During Fiscal Year 2004 – 2005, 68,284 visits were made to the resource rooms at the Oahu WorkLinks centers island wide by new and repeat customers. A total of 20,954 customers used the job information service and 5,854 customers attended workshops on resume writing, interviewing, career exploration, self-employment, job search and basic computer skills. 14,514 new customers were served on site while 17,154 customers were served off site at job fairs, rapid response sessions, military Transition Assistance Programs and other community events.



### **One-Stop System Partnerships:**

Active participation of mandatory one-stop partners continued to expand the system of services that minimized duplication and appeared seamless from the customers' perspective. Because of reductions in federal funding, mostly as a result of the low unemployment rate in Hawaii, there was an even greater impetus for the partners to implement better models of service integration and utilize technology to deliver services more efficiently. Under the Work Incentive Grants, a common intake and referral system was being developed using web-based technology in Real Choices: ACCESS to connect the mandatory partner programs and agencies to Workforce Investment Act (WIA) programs. The Komokaulike Project equipped the centers with Assistive Technology work stations and provided training to center staff to improve their competency in providing services to customers with disabilities.

The following partners contributed staff time and other resources at Oahu WorkLinks centers:

- Department of Labor & Industrial Relations, Workforce Development Division, Oahu Branch:
  - ◊ Wagner-Peyser Act for labor exchange, foreign labor certification and worker reemployment;
  - ◊ Veterans Outreach and Training;
  - ◊ Migrant Seasonal Farm workers;
  - ◊ Trade Adjustment Assistance and NAFTA;
  - ◊ Work Opportunities Tax Credits;
  - ◊ Job Help Store for immigrants;
  - ◊ Employment Training Fund;
- Honolulu Community Action Program:
  - ◊ Senior Community Service Employment Program;
  - ◊ Community Services Block Grant;
- ALU LIKE: Native American Employment & Training;
- Department of Human Services, Division of Vocational Rehabilitation;
- Department of Education Adult Community Schools;
- Department of Human Services,
  - ◊ Employment & Support Services Division, First to Work;
  - ◊ Housing & Community Development Corporation of Hawaii, Family Self-Sufficiency;
- Department of Community Services, Office of Special Projects, YouthBuild;
- Hawaii Job Corps;
- University of Hawaii Community Colleges and
- Unemployment Insurance.

There was also close collaboration with community-based and non-profit organizations such as Pacific Gateway Center, Goodwill Industries, Winners At Work, Parents and Children Together, Waianae Comprehensive Health Center, Ho'omau Ke Ola etc. to collaborate on job fairs, special recruitments and other outreach events.

#### **Business as a Primary Customer of the Workforce Investment System:**

Oahu WorkLinks continued to deliver demand-driven services to meet the needs of employers and to support the expansion and retention of local businesses. The Business Services Section conducted outreach to business associations and individual employers in the community. Business association partnerships included the Filipino and Chinese Chambers of Commerce and the Kalihi Business Association as well as the U.S. Small Business Administration, Hawaii Women's Business Center, Hawaii Small Business Development Center, and the Business Action Center. Targeted outreach was made to businesses located in West Oahu to increase employment opportunities for residents who desired to work closer to home. Companies in West Oahu that participated with Oahu WorkLinks included, for example, Marisco, Ko Olina, Home Depot, Wings' Coffee, Waianae Store, Fileminders, Aloha Aina Café and Ma'o Organic Farms.

3,235 new job orders from both large and small business corporations were received for applicant matching and referral in Oahu WorkLinks' job bank. 38 new business partners from various industries including Diamond Head Plumbing, Securitas Security Services, Atlas Steel Corporation, Clinical Laboratories of Hawaii, and Malolo Beverage & Supplies participated in training and hiring Oahu WorkLinks job seekers. 77 customers completed on-the-job training with 60 businesses that received 50% reimbursement of their payroll costs from Oahu WorkLinks during the training period. Businesses found that the partnership with Oahu WorkLinks saved them time and money. For example, Palama Holdings saved \$60,228 and Hawaii Stress Busters saved \$28,264 in salaries by participating in the on-the-job training program. Their new and promoted employees received pay increases while learning new skills at work. The plant sanitation and production technicians at Palama Holdings earned an average of \$15.28 an hour and the massage therapists at Hawaii Stress Busters made an average of \$24 an hour. Oahu businesses upgraded the skills of 1,724 workers through their use of the Employment Training Fund program.

The Business Services Section established a "Business Center" in the comprehensive one-stop center at Dillingham. Employers utilized the one-stop center for services that included recruitment/job fairs, conference/meeting rooms, computers and office equipment, phones, labor market information and employer related workshops. Employers such as NCL America, Adecco, and HMS Host used the facilities to hold promotional testing, staff meetings, and recruitment fairs. A series of employer interest workshops was offered to businesses on topics that cover Super Customer Service, SBA (504) Loans for Existing Businesses, CPR/First Aid Certification, Employment Law Update, Elder Care Resources for Employees, How to Access Employment Training Funds and Work Opportunity Tax Credits, as well as other resources for businesses.

Oahu WorkLinks continued to sponsor major job fairs three times a year, with a fall fair to assist employers with seasonal hires for the holidays, another one after the new year, and Workforce 2005 in May, which was the largest fair of the year and drew a crowd of over 5,000. Job hunters at the fairs represented a wide spectrum of Oahu's workforce, ranging from recent high school graduates to workers whose jobs had disappeared and underemployed people looking for promotional opportunities or a second job. Workforce 2005 attracted over 130 employers and was a successful continuation of the public-private partnership between Success Advertising, Altres and Oahu WorkLinks. Feed-back from businesses through an on-line survey showed that they were pleased with the turnout of a diverse and qualified applicant pool, good publicity and organization of the event. Job seekers who responded to the survey commented that they were satisfied with the availability of job openings that met their interests.

**THE FOLLOWING WERE OAHU WORKLINKS' OUTSTANDING EMPLOYERS OF THE YEAR:**



**First Quarter – Island Building Materials**  
**Zane Watson, President.**

*"We would not hesitate to participate in the program should more positions open up."*



**Alan Liu is one of two Cabinet Builders hired who excelled at training and went beyond the company's expectations.**



**Third Quarter – JAL Hawaii, Inc. Derek Kanehira, Human Resources Manager:**  
*"Oahu Work Links has become a vital part of our organization. We have an added dimension to our training program that previously never existed."*



**Second Quarter – World Wide Window Cleaning, Inc. Promoted four workers to higher positions thanks to Oahu Work Links.**  
**Constantin Pertzoff – Owner:** *"Oahu Work Links has been quite a blessing for us. This program has permitted me to take my business to the next level."*



**Fourth Quarter – Continental Mechanical of the Pacific – (left) Neil Shimogawa, Vice President:**  
*"Oahu Work Links has become a very important part of our recruitment process. They monitor the progress of the new employee and assist in counseling the new employee if requested."*  
**(center and right) Harmony Samante and John Kea are two of six employees trained at Continental.**

### WIA Adult and Dislocated Worker Program Achievements:

Under WIA, there were 553 customers enrolled in the Adult program and 453 in the Dislocated Worker program. WIA has mandated performance outcomes that cover entered employment rate, employment retention rate at six months, earning change/replacement at six months and employment and credential rate. Oahu exceeded all four performance measures for the Adult program; and exceeded one measure for the Dislocated Worker program.

### YEAR FIVE PERFORMANCE OUTCOMES

<u>PROGRAM</u>	<u>NEGOTIATED</u>	<u>ACTUAL</u>
Adult		
Entered Employment Rate .....	75%	77%
Retention Rate .....	88%	91%
Earnings Change .....	\$4,255.00	\$6,226.95
Credential Rate .....	50%	63.4%
Dislocated Worker		
Entered Employment Rate .....	78%	78.1%
Retention Rate .....	90%	89.6%
Earnings Replacement .....	102%	94.3%
Credential Rate .....	53%	62.6%



*Malia Ho'opai, a successful customer from the Wai'alua Center, graduated with an A.S. degree in Cosmetology and enjoyed her work as a hair stylist.*



*Liberty Lagpacan, a successful customer from the Waipahu Center, opened her adult care home business after completing work experience training at Wahiawa General Hospital.*

### Welfare Programs:

#### Ho'ala Program:

Since 1990, the Ho'ala Program has been providing services for the Department of Human Services First-To-Work Program participants through conducting job readiness and life skills training. The goal of the program is to promote a positive learning environment that will enable welfare recipients to make a successful transition from home to work.

The majority of the participants who were referred to the training had multiple barriers that needed to be addressed before the participant could successfully enter into the workforce and retain the employment. The life skills training, which included problem-solving/decision making, assertive communication, stress and anger management, parenting, trust and teambuilding, understanding one's learning and personality styles, along with the job readiness skills training, helped to better prepare the participants in their job search efforts as well as in their personal lives.

Participants were generally referred to the Job Club upon completion of their two-week training, where they were assisted in implementing the skills that they had learned. They received career assessment services using Career Occupational Preference System (COPS), Career Orientation Placement and Evaluation Survey (COPES) and Career Ability Placement Survey (CAPS).



Some of the Job Clubs also improved their services by offering a mini Employment Resource Center at the First-To-Work units, and participants were assisted with cold calls to employers, resume updates and creation of cover letters and thank you letters. Workshops were conducted to further prepare the participants in learning to complete a variety of employment applications and to confidently and successfully interview for a position. Many of the participants were able to obtain a job within four to six weeks of their enrollment in Job Club. Those who had more difficulties were generally placed in volunteer work sites where they were able to gain additional experience and skills.

Ho'ala continued to administer the 16-hour assessment workshops in the Food Stamp Employment and Training Units by assessing the participants' ability to:

- understand and express their interests, skills, experience and work values;
- correctly and accurately complete an employment application;
- understand the components of a resume;
- understand and demonstrate the strategies for a successful interview;
- understand the different job search techniques; and
- demonstrate an awareness of job retention and work ethics.

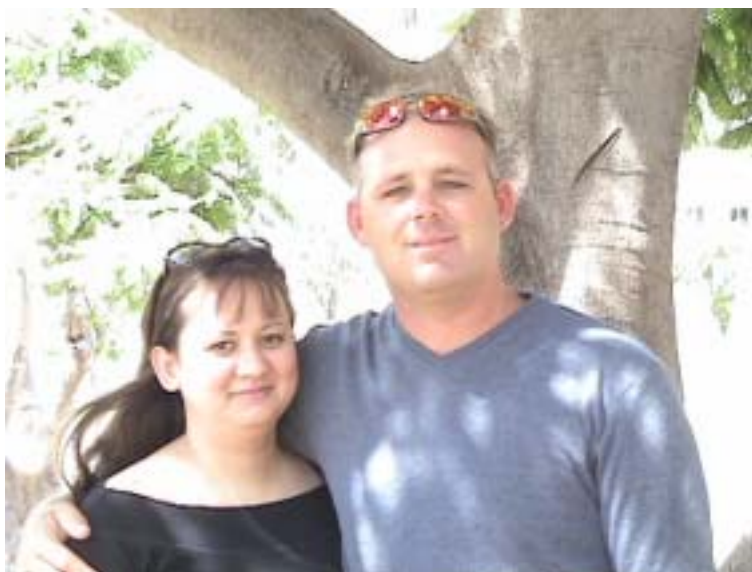
During FY 2004 –2005, Ho'ala served 2,167 customers from First-To-Work and Food Stamp Employment and Training Programs.

Instructors from the Ho'ala program also conducted core job readiness and customer service workshops for 2,275 Oahu WorkLinks customers. They provided a resume workshop for 30 teens from Queen Liliuokalani Children's Center; and a resume and interviewing workshop for 25 Medical Technology and Culinary Arts students from Kapiolani Community College who were graduating with their associate degrees. They collaborated with the City's Department of Human Resources in assisting 100 female applicants with preparation for their Firefighter's Examination.

### **Family Self-Sufficiency Program:**

WorkHawaii's Family Self-Sufficiency Program is currently operating on a three-year extension beginning on June 1, 2004 through May 31, 2007 under a contract with Housing and Community Development Corporation of Hawaii. The extension allows for continued recruitment, enrollment and intensive case management services for families participating in the State Section 8 Rental Assistance Voucher program. Outcomes of the 5-Year Family Self-Sufficiency Program included:

- 263 families enrolled
- 6 families graduated successfully
- 88 families showed increase in earned income
- 80 families established escrow saving accounts
- total accumulated escrow deposits \$189, 237.00
- total escrow checks issued \$27,613.07
- 3 participants earned General Equivalency Diplomas
- 38 families enrolled in Homeownership Voucher program
- 3 families completed homeownership counseling
- 1 family pre-qualified for home mortgage loan; and
- 1 family completed building its own home through Self-Help Corporation



***The successful Isham Family from Family Self Sufficiency Program at Dillingham Center. Adrienne was promoted to LPN and Jerry started his own tropical fish business. The family got off welfare and Section 8 Rental Assistance. They are using their FSS escrow funds to expand their business.***